

# Kings County Ambulance Commission



Emergency Ambulance Service  
Advanced Life Support Ambulance Service

## Contract Performance Report

August 2019

September 2019

October 2019

# Contract Performance Report

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# Kings County Ambulance Commission

## Membership

<b>City of Avenal</b>	Primary	Rusty Stivers (Term Expires 6/2020) Chief, Avenal City Police Department
	Alternate	Arend LaBlue (Term Expires 6/2020) Assistant Chief, Avenal City Police Department
<b>City of Corcoran</b>	Primary	Reuben Shortnacy (Term Expires 6/2021) Chief, Corcoran Police Department
	Alternate	Gary Cramer (Term Expires 6/2021) Deputy Chief, Corcoran Police Department
<b>City of Hanford</b>	Primary	Erik Brotemarkle (Term Expires 6/2020) Fire Chief, Hanford City Fire Department
	Alternate	David Sumaya (Term Expires 6/2020) Battalion Chief, Hanford City Fire Department
<b>City of Lemoore</b>	Primary	Darrell Smith (Term Expires 6/2021) Chief, Lemoore City Police Department
	Alternate	Margarita Ochoa (Term Expires 6/2021) Commander, Lemoore City Police Department
<b>Kings County</b>	Primary	David Dodd (Term Expires 6/2020) Commander, Kings County Sheriff Department
	Alternate	Jerry Hunter (Term Expires 6/2020) Sgt., Kings County Sheriff Department
<b>Kings County</b>	Primary	Clay Smith (Term Expires 6/2021) Fire Chief, Kings County Fire Department
	Alternate	Brandon Jones (Term Expires 6/2021) Asst. Chief, Kings County Fire Department
<b>Local Hospital</b>	Primary	Debbie LeMaster (Term Expires 6/2020) ER Director, Hanford Community Hospital
	Alternate	Lieslle Sprague (Term Expires 6/2020) RN, Hanford Community Hospital
<b>Local Physician</b>	Primary	Vacant (Term Expires 3/2019)
	Alternate	Vacant



# County Of Kings

Date November 21, 2019  
To Kings County Ambulance Commission  
From Daniel Lynch, EMS Division Manager   
Subject County of Kings Ambulance Provider Performance Report

## Recommended Action

1. Receive report from County EMS Division Staff on the performance of ambulance providers within Kings County for the months of: August 2019, September 2019 and October 2019
2. Approve liquidated damages assessed against the Exclusive Contractor.

August 2019	\$3,931.00
September 2019	\$5,698.00
October 2019	\$5,446.00

## Discussion

1. Contract compliance report for the Contractor of Ambulance Services within the Exclusive Operating Area
  - Equality of Service Report
  - Response List - late call list
  - Compliance Summary
  - Extended Dispatch Times
  - Vehicle Issues
  - Consumer Inquiries
  - Special Events
  - Codes and Definitions
  - Kings County Year to Date Totals
  - County-wide Ambulance Activity Reports

August 2019

## Exclusive Ambulance Provider American Ambulance Contract Compliance August 2019

### Response Time Compliance Report

		Compliance	Complied
<b>Metro</b>			
Priorities 1 & 2	(8 minutes or less - 90%)	94.48 %	Yes
Priority 3	(15 minutes or less - 90%)	97.75 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	
Priority 5	(30 minutes or less - 90%)	99.48 %	Yes
<b>Rural</b>			
Priorities 1 & 2	(20 minutes or less - 90%)	99.02 %	Yes
Priority 3	(30 minutes or less - 90%)	96.29 %	Yes
Priority 5	(30 minutes or less - 90%)	Quarterly Measurement*	

\*Metro priority 4 and Rural priority 5 are measured on a quarterly bases. This quarterly compliance is provided on the "Year-to-Date Summary" page at the end of this report.

### Liquidated Damages Report

	August 2019	YTD
Late Responses	\$3,631.00	\$60,240.00
Excessive Delay	\$300.00	\$5,900.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$0.00
Other Agency Transport	\$0.00	\$0.00
Failed Response	\$0.00	\$0.00
Dispatch Staffing	\$0.00	\$0.00
Failure to Equip/Supply Unit	\$0.00	\$0.00
Failure to Furnish Documentation	\$0.00	\$0.00
Minor Breach	\$0.00	\$0.00
Failure to Staff Ambulance	\$0.00	\$0.00
	<b>\$3,931.00</b>	<b>\$66,140.00</b>

### Public Information and Education Report

	Min. Requirement	August 2019	YTD
Public CPR Courses	(18 Courses/Year)	9	25
ACLS Course	(1 Course/Year)	0	3
ALS Continuing Education	(24 Hours/Year)	20	337
BLS Continuing Education	(12 Hours/year)	6	88
EMS Dispatcher Continuing Education	(12 Hours/year)	6	24
SEMS & ICS Education	(4 Hours/year)	0	1
Extrication Course	(1 Course/Year)	0	0

# Equality of Service by Zone August 2019

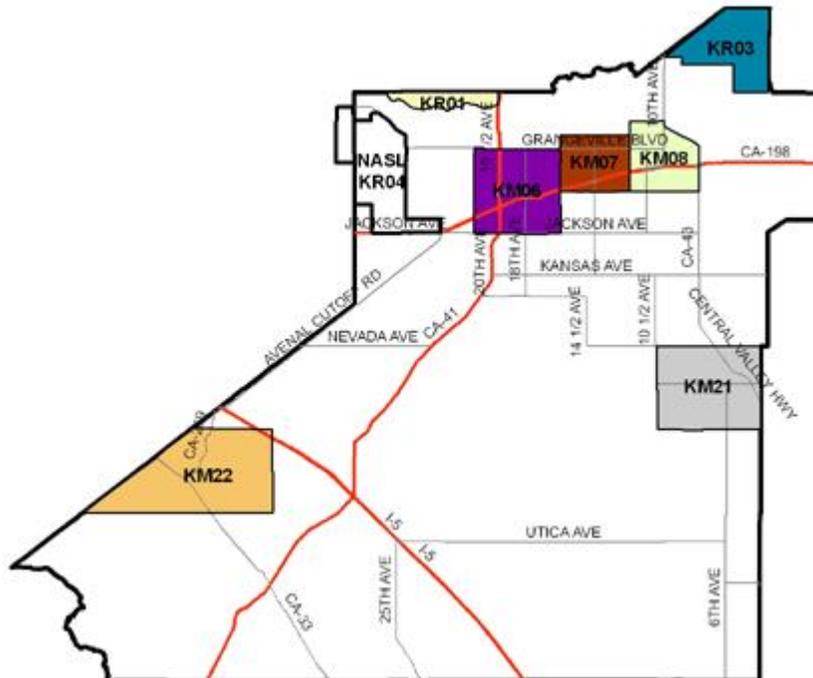
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	54	47	3	35	93.61 %	36	34	1	31	97.05 %
KM22	Avenal	37	36	2	18	94.44 %	39	39	0	24	100.00 %
KM21	Corcoran	86	85	4	60	95.29 %	99	98	7	84	92.85 %
KM08	Hanford	330	313	14	249	95.52 %	284	278	2	237	99.28 %
KR03*	Kingsburg	2	2		2		0	0		0	
KM06	Lemoore	102	99	9	77	90.90 %	86	86	2	67	97.67 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	114	103	1	82	99.02 %	82	81	3	69	96.29 %

## Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	7	7	7	2	2	1
C12	Coalinga	19	18	18	26	26	26
KM21	Corcoran 1	24	24	23	34	34	33
KR25	Corcoran 2	37	37	37	39	39	38
C12	Pleasant	11	10	7	11	11	11

\* Outside EOA

\*\* These figures show the activity within each identified Metro Response Area and individually are not contractual requirements. Contractual Metro Response Area performance is determined collectively, including all Metro Response Areas, which is reflected with this report.



## Late Calls by Zone August 2019

### Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201908030729	1	00:06:13	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
2	201908110044	1	00:09:52	2	Delay-Distance		No		\$58.00
3	201908230214	1	00:07:18	0		Multiple-2 or More Units Ou	Yes		\$0.00
4	201908240430	1	00:11:12	4	Delay-Closer Unit		No		\$116.00
5	201908300692	1	00:09:47	2	Delay-Closer Unit		No		\$58.00
6	201908120084	2	00:07:57	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
7	201908150245	2	00:04:49	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
8	201908250471	2	00:07:58	0		Not Late-Higher Priority	Yes		\$0.00
9	201908110062	3	00:20:11	6		Dispatch-Wrong Address R	Yes		\$0.00
10	201908170595	3	00:10:44	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
11	201908300586	3	00:18:28	4	Delay-Higher Priority, \$\$\$ A	Adjusted	No		\$40.00
			<b>Priority 1 &amp; 2</b>	93.61 %	<b>Priority 3</b>	97.05 %			<b>\$272.00</b>

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201908200285	1	00:09:17	2	Delay-Distance		No		\$58.00
2	201908270592	1	00:31:49	24		Multiple-2 or More Units Ou	Yes		\$0.00
3	201908280035	1	00:08:37	1	Crew-Extended Chute Time		No		\$29.00
4	201908160776	2	00:22:33	15		Multiple-2 or More Units Ou	Yes		\$0.00
5	201908300764	2	00:27:21	20		Multiple-Avenal/Corcoran C	Yes		\$0.00
6	201908010367	3	00:25:00	10		Multiple-Avenal/Corcoran C	Yes		\$0.00
7	201908070092	3	00:07:09	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
8	201908160306	3	00:34:57	20		Multiple-2 or More Units Ou	Yes		\$0.00
9	201908190416	3	00:52:18	38		Multiple-Avenal/Corcoran C	Yes		\$0.00
10	201908250309	3	00:49:12	35		Multiple-2 or More Units Ou	Yes		\$0.00
11	201908300086	3	00:01:56	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
12	201908300093	3	00:25:01	11		Multiple-Avenal/Corcoran C	Yes		\$0.00
13	201908300757	3	00:45:41	31		Multiple-Avenal/Corcoran C	Yes		\$0.00
			<b>Priority 1 &amp; 2</b>	94.44 %	<b>Priority 3</b>	100.00 %			<b>\$87.00</b>

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201908170618	1	00:04:09	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
2	201908200409	1	00:10:17	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
3	201908260201	1	00:11:39	4	Delay-Low Levels		No		\$116.00
4	201908270055	1	00:03:03	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
5	201908010387	2	00:12:52	5		Multiple-Avenal/Corcoran C	Yes		\$0.00
6	201908250256	2	00:09:22	2	Crew-Extended Chute Time		No		\$58.00
7	201908250296	2	00:23:06	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
8	201908270661	2	00:12:26	5	Delay-Distance		No		\$145.00
9	201908300675	2	00:08:43	1	Crew-Extended Chute Time		No		\$29.00
10	201908310270	2	00:07:52	0		Better Time Request	Yes		\$0.00
11	201908010322	3	00:34:31	20		Multiple-Avenal/Corcoran C	Yes		\$0.00
12	201908050029	3	00:19:01	5	Denial Reviewed		No		\$50.00
Not sure what happened with this unit but did not arrive until 02:32:01. The tracking appears to indicate a delay.									
13	201908050360	3	00:27:08	13	Delay-Low Levels		No		\$130.00
14	201908060132	3	00:19:54	5	Late -No Appeal Requested		No		\$50.00
15	201908060408	3	00:37:54	23	Delay-Low Levels		No	\$100.00	\$230.00
16	201908060421	3	00:19:58	5	Delay-Low Levels		No		\$50.00
17	201908090443	3	00:30:29	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
18	201908110484	3	00:21:11	7		Multiple-Avenal/Corcoran C	Yes		\$0.00
19	201908150468	3	00:08:05	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
20	201908160109	3	00:26:26	12	Delay-Low Levels		No		\$120.00
21	201908160448	3	00:26:01	12		Multiple-Avenal/Corcoran C	Yes		\$0.00
22	201908220782	3	00:17:26	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
23	201908230627	3	00:31:12	17		Multiple-Avenal/Corcoran C	Yes		\$0.00
24	201908250255	3	00:30:27	16		Multiple-2 or More Units Ou	Yes		\$0.00
25	201908260217	3	00:17:06	3	Delay-Low Levels		No		\$30.00
26	201908260381	3	00:05:10	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
27	201908270570	3	00:38:18	24		Multiple-Avenal/Corcoran C	Yes		\$0.00
28	201908280375	3	00:33:32	19		Multiple-Avenal/Corcoran C	Yes		\$0.00
29	201908280688	3	00:23:13	9		Multiple-Avenal/Corcoran C	Yes		\$0.00
30	201908290672	3	00:17:08	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
				<b>Priority 1 &amp; 2</b>	95.29 %	<b>Priority 3</b>	92.85 %	<b>\$100.00</b>	<b>\$1,008.00</b>

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201908020113	1	00:03:17	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
2	201908020127	1	00:03:19	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
3	201908050109	1	00:13:56	6	Delay-Closer Unit		No		\$174.00
4	201908060109	1	00:09:03	2		Delay-Train	Yes		\$0.00
5	201908190202	1	00:04:08	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
6	201908200540	1	00:05:49	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
7	201908210259	1	00:09:32	2	Crew-Mapping Error		No		\$58.00
8	201908270354	1	00:06:21	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
9	201908280236	1	00:11:26	4	Delay-Distance		No		\$116.00
10	201908280486	1	00:11:30	4	Delay-Distance		No		\$116.00
11	201908300478	1	00:05:20	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
12	201908010316	2	00:08:33	1	Delay-Distance		No		\$29.00
13	201908010427	2	00:09:31	2	Delay-Distance		No		\$58.00
14	201908020330	2	00:04:33	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
15	201908030496	2	00:05:36	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
16	201908050790	2	00:03:38	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
17	201908080030	2	00:08:27	1	Delay-Distance		No		\$29.00
18	201908080352	2	00:03:42	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
19	201908120529	2	00:09:34	2	Delay-Distance		No		\$58.00
20	201908160629	2	00:08:45	1	Delay-Closer Unit		No		\$29.00
21	201908190432	2	00:10:37	3	Delay-Distance		No		\$87.00
22	201908200669	2	00:10:16	3	Delay-Distance		No		\$87.00
23	201908210459	2	00:11:59	4		Delay-Train	Yes		\$0.00
24	201908230735	2	00:09:03	2		Not Late-Higher Priority	Yes		\$0.00
25	201908250597	2	00:15:19	8		Not Late-Upgraded	Yes		\$0.00
26	201908280157	2	00:08:12	1	Crew-Extended Chute Time		No		\$29.00
27	201908280737	2	00:08:45	1		Delay-Train	Yes		\$0.00
28	201908280760	2	00:08:19	1	Delay-Distance		No		\$29.00
29	201908300713	2	00:08:38	1	Crew-Inappropriate Route o		No		\$29.00
30	201908050158	3	00:16:39	2		Adjusted	No		\$20.00
31	201908050610	3	00:23:38	9		Not Late-Higher Priority	Yes		\$0.00
32	201908070250	3	00:18:27	4		Multiple-2 or More Units Ou	Yes		\$0.00
33	201908070338	3	00:17:40	3	APOD	APOD	Yes		\$0.00
34	201908150090	3	00:08:12	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
35	201908170169	3	00:19:21	5		Delay-Higher Priority, \$\$\$ A	Yes		\$0.00
36	201908260269	3	00:09:37	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
37	201908290268	3	00:19:39	5		Not Late-Higher Priority	Yes		\$0.00
38	201908300447	3	00:16:08	2	Delay-Distance		No		\$20.00
				<b>Priority 1 &amp; 2</b>	95.52 %	<b>Priority 3</b>	99.28 %		<b>\$968.00</b>

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201908010309	1	00:08:39	1	Delay-Distance	No			\$29.00
2	201908040087	1	00:09:21	2	Delay-Distance	No			\$58.00
3	201908120643	1	00:16:20	9	Denial Reviewed	No	\$100.00		\$261.00
Unit not moving at 19:11:43									
4	201908220331	1	00:09:00	1	Delay-Distance	No			\$29.00
5	201908290376	1	00:08:45	1		Adjusted	No		\$29.00
6	201908050116	2	00:11:20	4	Delay-Distance	No			\$116.00
7	201908060450	2	00:07:04	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
8	201908140738	2	00:08:42	1	Denial Reviewed	No			\$29.00
It appears as though the crew passed the location and came back around to locate the entrance to the complex.									
9	201908250261	2	00:10:06	3	Denial Reviewed	No			\$87.00
You already used EMS #226									
10	201908280202	2	00:07:55	0	Better Time Request	Better Time Request	Yes		\$0.00
11	201908290568	2	00:08:33	1	Crew-Failed to Advise at Sc		No		\$29.00
12	201908010731	3	00:07:53	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
13	201908170094	3	00:20:09	6	Dispatch-SSM Error		No		\$60.00
14	201908300528	3	00:36:39	22	Delay-Closer Unit		No	\$100.00	\$220.00
				<b>Priority 1 &amp; 2</b>	90.90 %	<b>Priority 3</b>	97.67 %	<b>\$200.00</b>	<b>\$947.00</b>
				<b>Metro</b>	Approved	62	<b>\$300.00</b>	<b>\$3,282.00</b>	
					Non Approved	44			
						106			

\*Compliance After Appeals

## Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201908100542	1	00:20:53	1		Not Late-Distance Greater	Yes		\$0.00
2	201908230851	1	00:20:56	1	Crew-Extended Chute Time		No		\$29.00
3	201908250690	1	00:26:32	7		Not Late-Distance Greater	Yes		\$0.00
4	201908090234	2	00:20:38	1		Not Late-Distance Greater	Yes		\$0.00
5	201908280350	2	00:32:12	13		Multiple-Avenal/Corcoran C	Yes		\$0.00
6	201908010260	3	00:27:05	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
7	201908010304	3	00:49:04	20		Not Late-Higher Priority	Yes		\$0.00
8	201908060205	3	00:33:51	4	Delay-Low Levels		No		\$40.00
9	201908080570	3	00:32:46	3	Dispatch-SSM Error		No		\$30.00
10	201908180003	3	00:36:30	7		Multiple-Avenal/Corcoran C	Yes		\$0.00
11	201908190467	3	00:32:42	3	Delay-Low Levels		No		\$30.00
12	201908250379	3	00:38:43	9		Multiple-Avenal/Corcoran C	Yes		\$0.00
				<b>Priority 1 &amp; 2</b>	99.02 %	<b>Priority 3</b>	96.29 %		<b>\$129.00</b>
				<b>Rural</b>	Approved	8		<b>\$129.00</b>	
					Non Approved	4			
						12			

\*Compliance After Appeals

# Compliance Response Summary August 2019

## Metro

### Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	609	544	12	195
Arrivals	580	535	12	195
Transports	439	443	12	193
Late Arrivals	63	43	0	7
% before adjustment	89.13 %	91.96 %	100.00 %	96.41 %
Approved Appeals	31	31	0	6

### After Appeals

Adjusted Arrivals	548	523	12	194
Adjusted Late Arrivals	32	12	0	1
% adjusted	94.48 %	97.75 %	100.00 %	99.48 %
Total Liquidated Damages	\$2,262.00	\$1,020.00	\$0.00	\$220.00

## Rural

### Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	114	82	1
Arrivals	103	81	1
Transports	82	69	1
Late Arrivals	5	7	0
% before adjustment	95.14 %	91.35 %	100.00 %
Approved Appeals	4	4	0

### After Appeals

Adjusted Arrivals	102	78	1
Adjusted Late Arrivals	1	4	0
% adjusted	99.02 %	96.29 %	100.00 %
Total Liquidated Damages	\$29.00	\$100.00	\$0.00

## Extended Times August 2019

Elapsed Time from Unit Alert to Unit Enroute greater than 2 minutes

### Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201908010108	3	KM08	00:02:10
2	201908010731	3	KM06	00:02:23
3	201908020043	5	KM21	00:02:06
4	201908020053	3	KM22	00:02:09
5	201908020089	3	KR13	00:02:49
6	201908020694	3	KM21	00:02:09
7	201908030343	5	KM08	00:02:13
8	201908030367	5	KM08	00:02:46
9	201908030392	5	KM08	00:03:21
10	201908030538	5	KM08	00:02:06
11	201908030603	3	KR25	00:02:34
12	201908040068	3	KR20	00:02:57
13	201908040106	3	KM08	00:02:03
14	201908040133	1	KM06	00:02:06
15	201908050029	3	KM21	00:02:34
16	201908050481	3	KM08	00:03:18
17	201908050834	1	KM22	00:02:02
18	201908060227	5	KM08	00:02:09
19	201908060565	5	KM08	00:03:19
20	201908070056	1	KR16	00:02:02
21	201908070144	5	KM08	00:03:13
22	201908070701	5	KM08	00:04:08
23	201908090022	3	KM06	00:03:50
24	201908100165	1	KM22	00:03:14
25	201908100179	3	KM21	00:02:46
26	201908120071	1	KM22	00:02:06
27	201908130070	5	KM08	00:02:28
28	201908130356	5	KM08	00:02:48
29	201908130413	5	KM08	00:02:33
30	201908130474	5	KM08	00:03:20
31	201908130624	5	KM08	00:02:04
32	201908140592	1	KM08	00:02:13
33	201908150086	1	KM08	00:02:52
34	201908150120	3	KM06	00:02:54
35	201908160728	3	KM21	00:02:07
36	201908180035	3	KM21	00:02:09
37	201908180077	3	KM21	00:02:39
38	201908180292	5	KM08	00:03:02
39	201908190026	5	KM08	00:04:12

Incident #	Priority	Zone	Elapsed Time	
40	201908190081	5	KM08	00:02:08
41	201908190163	5	KM08	00:02:31
42	201908200135	3	KR25	00:02:22
43	201908200676	5	KM08	00:02:18
44	201908210046	3	KM22	00:03:50
45	201908220151	1	KM22	00:02:08
46	201908220268	5	KM08	00:02:20
47	201908220360	5	KM08	00:02:20
48	201908220571	6	KM08	00:03:56
49	201908220578	5	KM08	00:02:18
50	201908230027	5	KM08	00:02:14
51	201908230054	3	KM08	00:02:13
52	201908230075	5	KM08	00:02:05
53	201908250373	5	KM08	00:02:48
54	201908260114	1	KM08	00:02:13
55	201908260579	6	KM08	00:06:15
56	201908270012	5	KM08	00:03:05
57	201908270198	3	KM08	00:02:11
58	201908280035	1	KM22	00:03:05
59	201908280087	2	KM08	00:02:15
60	201908280088	3	KM21	00:03:12
61	201908280090	5	KM08	00:02:18
62	201908280157	2	KM08	00:03:39
63	201908290050	3	KM21	00:03:16
64	201908290093	3	KM06	00:02:20
65	201908290103	3	KM08	00:02:05
66	201908300739	6	KM08	00:02:14
67	201908310132	3	KM08	00:02:16
Percent of Responses with Extended Crew Chute Times: 4.40%				

## Dispatch Times

*No Extended Dispatch Times Data to report*

**September 2019**

**Exclusive Ambulance Provider American Ambulance  
Contract Compliance  
September 2019**

**Response Time Compliance Report**

		<b>Compliance</b>	<b>Complied</b>
<b>Metro</b>			
Priorities 1 & 2	(8 minutes or less - 90%)	93.47 %	Yes
Priority 3	(15 minutes or less - 90%)	98.12 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	
Priority 5	(30 minutes or less - 90%)	99.53 %	Yes
<b>Rural</b>			
Priorities 1 & 2	(20 minutes or less - 90%)	94.50 %	Yes
Priority 3	(30 minutes or less - 90%)	100.00 %	Yes
Priority 5	(30 minutes or less - 90%)	Quarterly Measurement*	

\*Metro priority 4 and Rural priority 5 are measured on a quarterly bases. This quarterly compliance is provided on the "Year-to-Date Summary" page at the end of this report.

**Liquidated Damages Report**

	<b>September 2019</b>	<b>YTD</b>
Late Responses	\$5,298.00	\$65,538.00
Excessive Delay	\$400.00	\$6,300.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$0.00
Other Agency Transport	\$0.00	\$0.00
Failed Response	\$0.00	\$0.00
Dispatch Staffing	\$0.00	\$0.00
Failure to Equip/Supply Unit	\$0.00	\$0.00
Failure to Furnish Documentation	\$0.00	\$0.00
Minor Breach	\$0.00	\$0.00
Failure to Staff Ambulance	\$0.00	\$0.00
	<b>\$5,698.00</b>	<b>\$71,838.00</b>

**Public Information and Education Report**

	<b>Min. Requirement</b>	<b>September 2019</b>	<b>YTD</b>
Public CPR Courses	(18 Courses/Year)	0	25
ACLS Course	(1 Course/Year)	0	3
ALS Continuing Education	(24 Hours/Year)	24	361
BLS Continuing Education	(12 Hours/year)	10	98
EMS Dispatcher Continuing Education	(12 Hours/year)	0	24
SEMS & ICS Education	(4 Hours/year)	0	1
Extrication Course	(1 Course/Year)	0	0



## Late Calls by Zone September 2019

### Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1	201909010258	1	00:03:21	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
2	201909030056	1	00:09:38	2	Delay-Distance		No		\$58.00
3	201909080227	1	00:04:30	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
4	201909090179	1	00:11:24	4	Delay-Distance		No		\$116.00
5	201909110354	1	00:10:14	3	Crew-Inappropriate Route o		No		\$87.00
6	201909180604	1	00:05:48	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
7	201909080098	2	00:08:18	1		Not Late-Upgraded	Yes		\$0.00
8	201909090011	2	00:10:34	3	Delay-Distance		No		\$87.00
9	201909300036	2	00:09:13	2	Crew-Extended Chute Time		No		\$58.00
				<b>Priority 1 &amp; 2</b>	91.93 %	<b>Priority 3</b>	100.00 %		<b>\$406.00</b>

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1	201909010673	1	00:21:12	14	Not Late-Mutual Aid	Multiple-Avenal/Corcoran C	Yes		\$0.00
2	201909040389	1	00:18:07	11		Multiple-Avenal/Corcoran C	Yes		\$0.00
3	201909060379	1	00:08:54	1	Crew-Extended Chute Time		No		\$29.00
4	201909060680	1	00:30:56	23	Delay-Low Levels		No	\$100.00	\$667.00
5	201909250477	1	00:05:10	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
6	201909010596	2	00:34:48	27		Multiple-Avenal/Corcoran C	Yes		\$0.00
7	201909060193	2	00:24:27	17	Delay-Low Levels		No	\$100.00	\$493.00
8	201909080617	2	00:26:41	19		Multiple-2 or More Units Ou	Yes		\$0.00
9	201909190682	2	00:05:51	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
10	201909090295	3	00:26:37	12		Multiple-Avenal/Corcoran C	Yes		\$0.00
11	201909260683	3	00:30:36	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
12	201909270339	3	00:27:53	13	Delay-Low Levels		No		\$130.00
				<b>Priority 1 &amp; 2</b>	91.66 %	<b>Priority 3</b>	97.95 %	<b>\$200.00</b>	<b>\$1,319.00</b>

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201909020561	1	00:08:32	1	Dispatch-SSM Error		No		\$29.00
2	201909030609	1	00:06:21	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
3	201909060642	1	00:03:42	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
4	201909150065	1	00:07:57	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
5	201909010245	2	00:09:00	1	Crew-Inappropriate Route o		No		\$29.00
6	201909020130	2	00:08:14	1	Not Late-Upgraded	Adjusted	No		\$29.00
7	201909070545	2	00:08:39	1		Multiple-Avenal/Corcoran C	Yes		\$0.00
8	201909090060	2	00:06:24	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
9	201909170102	2	00:07:30	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
10	201909190225	2	00:19:58	12		Multiple-Avenal/Corcoran C	Yes		\$0.00
11	201909260616	2	00:07:28	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
12	201909290160	2	00:09:02	2	Crew-Extended Chute Time		No		\$58.00
13	201909010079	3	00:06:22	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
14	201909040578	3	00:39:32	25		Multiple-Avenal/Corcoran C	Yes		\$0.00
15	201909050339	3	00:29:49	15		Multiple-Avenal/Corcoran C	Yes		\$0.00
16	201909060641	3	00:40:29	26		Not Late-Higher Priority	Yes		\$0.00
17	201909080406	3	00:11:54	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
18	201909100531	3	00:06:54	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
19	201909120525	3	00:04:59	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
20	201909140315	3	00:27:36	13		Multiple-Avenal/Corcoran C	Yes		\$0.00
21	201909160419	3	00:17:49	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
22	201909270166	3	00:32:12	18		Multiple-Avenal/Corcoran C	Yes		\$0.00
23	201909290047	3	00:03:18	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
24	201909290413	3	00:05:47	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
				<b>Priority 1 &amp; 2</b>	95.69 %	<b>Priority 3</b>	100.00 %		<b>\$145.00</b>

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201909040385	1	00:11:57	4	Delay-Distance		No		\$116.00
2	201909050413	1	00:12:50	5		Multiple-2 or More Units Ou	Yes		\$0.00
3	201909060150	1	00:08:37	1	Delay-Distance		No		\$29.00
4	201909070122	1	00:09:42	2		Delay-Train	Yes		\$0.00
5	201909070567	1	00:02:10	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
6	201909080467	1	00:10:41	3	Delay-Distance		No		\$87.00
7	201909100050	1	00:09:09	2	Dispatch-SSM Error		No		\$58.00
8	201909110146	1	00:08:59	1	Crew-Extended Chute Time		No		\$29.00
9	201909120676	1	00:12:26	5	Delay-Distance		No		\$145.00
10	201909140086	1	00:09:17	2	Delay-Distance		No		\$58.00
11	201909140195	1	00:04:00	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
12	201909190158	1	00:04:29	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
13	201909240707	1	00:07:54	0		Better Time Request	Yes		\$0.00
14	201909260045	1	00:11:16	4	Denial Reviewed		No		\$116.00
15	201909260069	1	00:09:06	2	Delay-Distance		No		\$58.00
16	201909280106	1	00:09:38	2		Delay-Train	Yes		\$0.00
17	201909060012	2	00:20:43	13	Delay-Low Levels		No	\$100.00	\$377.00
18	201909060657	2	00:15:30	8	Denial Reviewed		No		\$232.00
	I could not find the higher priority call								
19	201909070582	2	00:18:57	11		Multiple-2 or More Units Ou	Yes		\$0.00
20	201909080220	2	00:09:15	2	Denial Reviewed		No		\$58.00
21	201909080443	2	00:11:06	4		Not Late-Higher Priority	Yes		\$0.00
22	201909110243	2	00:03:22	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
23	201909120679	2	00:16:51	9	Delay-Distance		No	\$100.00	\$261.00
24	201909130133	2	00:09:10	2	Delay-Distance		No		\$58.00
25	201909130649	2	00:08:41	1		Multiple-2 or More Units Ou	Yes		\$0.00
26	201909140153	2	00:06:02	0	Crew-Failed to Advise At-Sr	Crew-Failed to Advise At-Sr	Yes		\$0.00
27	201909160037	2	00:06:03	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
28	201909180323	2	00:09:27	2	Delay-Closer Unit		No		\$58.00
29	201909190492	2	00:08:23	1	Delay-Distance		No		\$29.00
30	201909190645	2	00:02:17	0			Yes		\$0.00
31	201909200060	2	00:09:35	2	Delay-Distance		No		\$58.00
32	201909230367	2	00:08:02	1		Delay-Train	Yes		\$0.00
33	201909230674	2	00:08:08	1	Delay-Distance		No		\$29.00
34	201909240037	2	00:08:00	0	Better Time Request	Better Time Request	Yes		\$0.00
35	201909270284	2	00:10:05	3	Not Late-Higher Priority	Not Late-Higher Priority	Yes		\$0.00
36	201909280047	2	00:10:12	3		Not Late-Higher Priority	Yes		\$0.00
37	201909050020	3	00:15:36	1	Delay-Distance		No		\$10.00
38	201909050582	3	00:15:20	1	Delay-Distance		No		\$10.00
39	201909070117	3	00:23:57	9	Denial Reviewed		No		\$90.00
	626 was late at time of divert to higher priority								
40	201909070132	3	00:15:56	1		Adjusted	No		\$10.00
41	201909080099	3	00:29:42	15	Delay-Low Levels		No		\$150.00
42	201909080434	3	00:33:58	19		Not Late-Higher Priority	Yes		\$0.00
43	201909100223	3	00:18:07	4		Not Late-Higher Priority	Yes		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
44	201909110676	3	00:20:06	6		Not Late-Higher Priority	Yes	\$0.00	
45	201909130228	3	00:07:24	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
46	201909140245	3	00:07:16	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
47	201909160083	3	00:04:50	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
48	201909170361	3	00:05:31	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
49	201909200492	3	00:08:18	0	Denial Reviewed		No	\$0.00	
Greater than 100 ft from scene.									
50	201909210467	3	00:15:39	1		Not Late-Higher Priority	Yes	\$0.00	
51	201909230377	3	00:19:14	5		Not Late-Higher Priority	Yes	\$0.00	
52	201909250019	3	00:03:55	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
53	201909260275	3	00:23:35	9		Not Late-Higher Priority	Yes	\$0.00	
54	201909290535	3	00:15:50	1	Delay-Distance		No	\$10.00	
55	201909070045	4	00:17:32	3		Not Late-See Narrative	Yes	\$0.00	
Distance									
				<b>Priority 1 &amp; 2</b>	93.87 %	<b>Priority 3</b>	97.31 %	<b>\$200.00</b>	<b>\$2,136.00</b>

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1	201909120126	1	00:08:05	1	Delay-Distance		No	\$29.00	
2	201909180272	1	00:10:15	3	Delay-Low Levels		No	\$87.00	
3	201909200250	1	00:09:06	2	Delay-Distance		No	\$58.00	
4	201909260295	1	00:10:12	3	Delay-Closer Unit		No	\$87.00	
5	201909160566	2	00:14:17	7	Denial Reviewed		No	\$203.00	
Dispatcher was told that the call was in Lemoore, by Lemoore PD.									
6	201909230542	2	00:08:21	1	Denial Reviewed		No	\$29.00	
Not a 100 ft from the scene at 17:29:56									
7	201909300597	2	00:09:52	2	Delay-Closer Unit		No	\$58.00	
8	201909030534	3	00:19:36	5		Multiple-2 or More Units Ou	Yes	\$0.00	
9	201909030563	3	00:05:10	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
10	201909100232	3	00:18:20	4		Multiple-2 or More Units Ou	Yes	\$0.00	
11	201909130108	3	00:20:18	6	Delay-Closer Unit		No	\$60.00	
12	201909150377	3	00:21:52	7		Multiple-2 or More Units Ou	Yes	\$0.00	
13	201909270168	3	00:18:45	4	Delay-Closer Unit		No	\$40.00	
				<b>Priority 1 &amp; 2</b>	91.46 %	<b>Priority 3</b>	97.77 %		<b>\$651.00</b>

\*Compliance After Appeals

**Metro**

Approved	<b>66</b>
Non Approved	<b>47</b>
	<b>113</b>

**\$400.00**    **\$4,657.00**

# Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201909040464	1	00:21:49	2		Not Late-Upgraded	Yes		\$0.00
2	201909150510	1	00:22:54	3	Delay-Distance		No		\$87.00
3	201909170305	1	00:27:53	8	Delay-Low Levels		No		\$232.00
4	201909180372	1	00:21:12	2	Delay-Distance		No		\$58.00
5	201909050365	2	00:24:12	5		Adjusted	No		\$145.00
6	201909070056	2	00:20:33	1	Crew-Extended Chute Time		No		\$29.00
7	201909130514	2	00:24:10	5		Not Late-Upgraded	Yes		\$0.00
8	201909050270	3	00:37:37	8		Multiple-Avenal/Corcoran C	Yes		\$0.00
9	201909050291	3	00:35:25	6		Multiple-Avenal/Corcoran C	Yes		\$0.00
10	201909270207	3	00:34:55	5		Not Late-Higher Priority	Yes		\$0.00
			<b>Priority 1 &amp; 2</b>	94.44 %	<b>Priority 3</b>	100.00 %			<b>\$551.00</b>
*Compliance After Appeals					<b>Rural</b>	Approved	<b>5</b>		<b>\$551.00</b>
						Non Approved	<u>5</u>		
							<b>10</b>		

# Compliance Response Summary September 2019

## Metro

### Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	601	547	16	216
Arrivals	567	534	16	216
Transports	433	424	16	214
Late Arrivals	73	39	1	4
% before adjustment	87.12 %	92.69 %	93.75 %	98.14 %
Approved Appeals	36	29	1	3

### After Appeals

Adjusted Arrivals	530	524	16	215
Adjusted Late Arrivals	37	10	0	1
% adjusted	93.47 %	98.12 %	100.00 %	99.53 %
Total Liquidated Damages	\$4,147.00	\$510.00	\$0.00	\$90.00

## Rural

### Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	99	77	2
Arrivals	91	72	2
Transports	65	58	1
Late Arrivals	8	3	0
% before adjustment	91.20 %	95.83 %	100.00 %
Approved Appeals	3	3	0

### After Appeals

Adjusted Arrivals	86	72	2
Adjusted Late Arrivals	5	3	0
% adjusted	94.50 %	100.00 %	100.00 %
Total Liquidated Damages	\$551.00	\$0.00	\$0.00

## Extended Times September 2019

Elapsed Time from Unit Alert to Unit Enroute greater than 2 minutes

### Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201909010057	3	KM22	00:04:31
2	201909010178	2	KM21	00:02:38
3	201909020097	4	KM08	00:02:04
4	201909020608	5	KM08	00:02:12
5	201909030056	1	KM07	00:02:17
6	201909030077	5	KM08	00:02:16
7	201909030131	3	KM08	00:02:10
8	201909030305	2	KM08	00:02:07
9	201909040012	1	KM06	00:03:03
10	201909040045	2	KM21	00:02:04
11	201909040519	2	KM21	00:02:21
12	201909050153	3	KM08	00:02:13
13	201909060346	5	KR05	00:02:47
14	201909060498	1	KR26	00:02:01
15	201909070056	2	KR18	00:02:04
16	201909070443	3	KM21	00:02:25
17	201909080192	1	KM07	00:02:21
18	201909080368	2	KM07	00:02:40
19	201909080435	2	KM08	00:02:10
20	201909090037	3	KM08	00:04:06
21	201909090060	2	KM21	00:02:26
22	201909090077	5	KM08	00:03:10
23	201909090134	5	KM08	00:02:23
24	201909090428	5	KM08	00:02:39
25	201909100018	5	KM08	00:02:41
26	201909100059	2	KM21	00:02:40
27	201909100292	6	KM08	00:08:55
28	201909110057	4	KM08	00:04:10
29	201909110146	1	KM08	00:02:19
30	201909110313	7	KM08	00:06:43
31	201909120006	2	KM22	00:02:33
32	201909120233	2	KM22	00:02:13
33	201909130028	5	KM08	00:02:15
34	201909130096	5	KM08	00:02:03
35	201909130158	3	KM22	00:02:06
36	201909130357	3	KM08	00:02:37
37	201909150143	3	KM22	00:02:40
38	201909150370	3	KM08	00:02:08
39	201909160037	2	KM08	00:02:49

	<b>Incident #</b>	<b>Priority</b>	<b>Zone</b>	<b>Elapsed Time</b>
40	201909160571	5	KM08	00:03:15
41	201909160733	3	KM08	00:02:01
42	201909180021	5	KM08	00:02:43
43	201909180023	5	KM08	00:02:36
44	201909180717	3	KM22	00:02:04
45	201909190122	5	KM08	00:03:02
46	201909190682	2	KM22	00:02:09
47	201909200018	5	KM08	00:02:06
48	201909210091	3	KM06	00:02:04
49	201909210116	2	KM08	00:02:10
50	201909220473	5	KM08	00:02:49
51	201909230128	5	KM08	00:03:08
52	201909230729	3	KM06	00:02:20
53	201909240010	3	KM22	00:02:37
54	201909240348	2	KM08	00:02:03
55	201909240413	3	KM07	00:03:20
56	201909240690	5	KM08	00:02:04
57	201909250069	3	KM06	00:02:50
58	201909250644	6	KM08	00:10:56
59	201909250710	3	KM08	00:02:12
60	201909260019	5	KM08	00:02:11
61	201909260264	5	KM08	00:02:14
62	201909260807	3	KM21	00:02:41
63	201909270136	5	KM08	00:02:23
64	201909270142	5	KM22	00:02:05
65	201909270268	5	KM08	00:02:21
66	201909270528	4	KM08	00:02:03
67	201909280638	3	KR25	00:02:04
68	201909290552	2	KR13	00:02:12
69	201909300036	2	KM07	00:02:57
70	201909300104	3	KM08	00:02:05
71	201909300279	1	KM08	00:02:06
Percent of Responses with Extended Crew Chute Times: 4.69%				

## Dispatch Times

	<b>Incident #</b>	<b>Priority</b>	<b>Zone</b>	<b>Elapsed Time</b>
1	201909080617	2	KM22	00:02:04
2	201909290290	1	KM08	00:02:02
Percent of Responses with Extended Dispatch Times: 0.15%				

October 2019

**Exclusive Ambulance Provider American Ambulance  
Contract Compliance  
October 2019**

**Response Time Compliance Report**

		<b>Compliance</b>	<b>Complied</b>
<b>Metro</b>			
Priorities 1 & 2	(8 minutes or less - 90%)	93.12 %	Yes
Priority 3	(15 minutes or less - 90%)	98.90 %	Yes
Priority 4	(15 minutes or less - 90%)	100.00 %	Yes
Priority 5	(30 minutes or less - 90%)	100.00 %	Yes
<b>Rural</b>			
Priorities 1 & 2	(20 minutes or less - 90%)	98.98 %	Yes
Priority 3	(30 minutes or less - 90%)	96.29 %	Yes
Priority 5	(30 minutes or less - 90%)	100.00 %	Yes

\*Metro priority 4 and Rural priority 5 are measured on a quarterly bases. This quarterly compliance is provided on the "Year-to-Date Summary" page at the end of this report.

**Liquidated Damages Report**

	<b>October 2019</b>	<b>YTD</b>
Late Responses	\$5,146.00	\$70,684.00
Excessive Delay	\$300.00	\$6,600.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$0.00
Other Agency Transport	\$0.00	\$0.00
Failed Response	\$0.00	\$0.00
Dispatch Staffing	\$0.00	\$0.00
Failure to Equip/Supply Unit	\$0.00	\$0.00
Failure to Furnish Documentation	\$0.00	\$0.00
Minor Breach	\$0.00	\$0.00
Failure to Staff Ambulance	\$0.00	\$0.00
	<b>\$5,446.00</b>	<b>\$77,284.00</b>

**Public Information and Education Report**

	<b>Min. Requirement</b>	<b>October 2019</b>	<b>YTD</b>
Public CPR Courses	(18 Courses/Year)	0	25
ACLS Course	(1 Course/Year)	1	4
ALS Continuing Education	(24 Hours/Year)	40	401
BLS Continuing Education	(12 Hours/year)	10	108
EMS Dispatcher Continuing Education	(12 Hours/year)	0	24
SEMS & ICS Education	(4 Hours/year)	0	1
Extrication Course	(1 Course/Year)	0	0

# Equality of Service by Zone October 2019

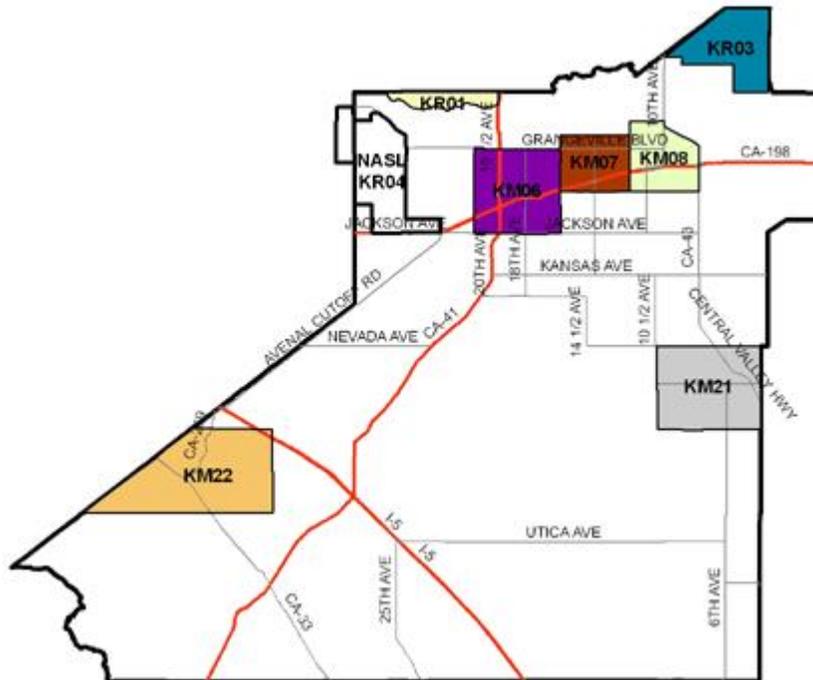
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	35	32	4	22	87.50 %	47	42	1	33	97.61 %
KM22	Avenal	41	41	0	22	100.00 %	48	46	0	28	100.00 %
KM21	Corcoran	104	101	5	75	95.04 %	99	97	0	79	100.00 %
KM08	Hanford	309	299	26	242	91.30 %	291	284	5	240	98.23 %
KR03*	Kingsburg	2	2		3		0	0		0	
KM06	Lemoore	100	94	4	71	95.74 %	82	80	0	60	100.00 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	109	99	1	81	98.98 %	57	54	2	47	96.29 %

## Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	3	3	3	10	10	10
C12	Coalinga	19	19	16	15	15	14
KM21	Corcoran 1	31	30	29	26	25	25
KR25	Corcoran 2	35	35	33	25	25	24
C12	Pleasant	11	10	10	2	2	2

\* Outside EOA

\*\* These figures show the activity within each identified Metro Response Area and individually are not contractual requirements. Contractual Metro Response Area performance is determined collectively, including all Metro Response Areas, which is reflected with this report.



## Late Calls by Zone October 2019

### Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1	201910020411	1	00:09:05	2	Delay-Traffic		No	\$58.00	
2	201910150723	1	00:08:06	1	Delay-Distance		No	\$29.00	
3	201910250093	2	00:11:08	4	Crew-Extended Chute Time		No	\$116.00	
4	201910260359	2	00:10:41	3	Delay-Closer Unit		No	\$87.00	
5	201910110229	3	00:17:33	3	Delay-Distance		No	\$30.00	
6	201910250283	3	00:08:54	0		Crew-Failed to Advise At-Sr	Yes	\$0.00	
			<b>Priority 1 &amp; 2</b>	87.50 %	<b>Priority 3</b>	97.61 %		<b>\$320.00</b>	

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1	201910210267	1	00:10:52	3		Multiple-2 or More Units Ou	Yes	\$0.00	
2	201910130220	2	00:05:59	0		Crew-Failed to Advise At-Sr	Yes	\$0.00	
3	201910200308	2	00:17:41	10		Multiple-2 or More Units Ou	Yes	\$0.00	
4	201910100341	3	00:07:17	0		Crew-Failed to Advise At-Sr	Yes	\$0.00	
5	201910230301	3	00:10:16	0		Crew-Failed to Advise At-Sr	Yes	\$0.00	
6	201910250725	3	00:33:16	19		Multiple-Avenal/Corcoran C	Yes	\$0.00	
7	201910300624	3	00:39:52	25		Multiple-Avenal/Corcoran C	Yes	\$0.00	
			<b>Priority 1 &amp; 2</b>	100.00 %	<b>Priority 3</b>	100.00 %		<b>\$0.00</b>	

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201910180693	1	00:08:43	1	Crew-Extended Chute Time		No		\$29.00
2	201910190194	1	00:07:33	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
3	201910220583	1	00:16:01	9		Multiple-Avenal/Corcoran C	Yes		\$0.00
4	201910270165	1	00:15:41	8		Multiple-Avenal/Corcoran C	Yes		\$0.00
5	201910300554	1	00:05:39	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
6	201910020032	2	00:07:34	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
7	201910020328	2	00:23:42	16	Dispatch-SSM Error		No	\$100.00	\$464.00
8	201910100478	2	00:14:01	7	Dispatch-Cover Car > 10 Mi		No		\$203.00
9	201910110271	2	00:42:41	35		Multiple-Avenal/Corcoran C	Yes		\$0.00
10	201910170377	2	00:20:26	13		Multiple-Avenal/Corcoran C	Yes		\$0.00
11	201910170393	2	00:26:30	19		Not Late-Upgraded	Yes		\$0.00
12	201910230335	2	00:09:32	2		Multiple-Avenal/Corcoran C	Yes		\$0.00
13	201910240472	2	00:28:15	21	Delay-Low Levels		No	\$100.00	\$609.00
14	201910240486	2	00:26:48	19		Multiple-Avenal/Corcoran C	Yes		\$0.00
15	201910250111	2	00:10:08	3	Crew-Extended Chute Time		No		\$87.00
16	201910260403	2	00:08:34	1		Not Late-Upgraded	Yes		\$0.00
17	201910310161	2	00:24:34	17		Multiple-Avenal/Corcoran C	Yes		\$0.00
18	201910010283	3	00:24:42	10		Multiple-Avenal/Corcoran C	Yes		\$0.00
19	201910050402	3	00:32:10	18	Multiple-Avenal/Corcoran C	Multiple-Avenal/Corcoran C	Yes		\$0.00
20	201910100491	3	00:17:42	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
21	201910120195	3	00:17:03	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
22	201910170403	3	00:30:46	16		Not Late-Upgraded	Yes		\$0.00
23	201910180068	3	00:06:24	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
24	201910180362	3	00:17:14	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
25	201910190277	3	00:35:43	21		Multiple-Avenal/Corcoran C	Yes		\$0.00
26	201910220538	3	00:33:27	19		Not Late-Higher Priority	Yes		\$0.00
27	201910230184	3	00:23:46	9		Multiple-Avenal/Corcoran C	Yes		\$0.00
28	201910290305	3	00:30:22	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
29	201910300463	3	00:29:51	15		Multiple-Avenal/Corcoran C	Yes		\$0.00
				<b>Priority 1 &amp; 2</b>	95.04 %	<b>Priority 3</b>	100.00 %	<b>\$200.00</b>	<b>\$1,392.00</b>

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201910020384	1	00:10:04	3		APOD	Yes		\$0.00
2	201910050302	1	00:10:58	3	Delay-Distance		No		\$87.00
3	201910070271	1	00:14:06	7	Late-See Narrative		No		\$203.00
Original unit had vehicle failure									
4	201910070629	1	00:09:30	2		Not Late-Upgraded	Yes		\$0.00
5	201910090578	1	00:04:29	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
6	201910100030	1	00:07:41	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
7	201910100359	1	00:09:02	2	Denial Reviewed		No		\$58.00
Not 100 ft from location given. They are still traveling 60-70 mph 14:40:38.									
8	201910110245	1	00:13:07	6	Delay-Low Levels		No		\$174.00
9	201910120492	1	00:08:17	1	Delay-Distance		No		\$29.00
10	201910120516	1	00:10:07	3	Delay-Distance		No		\$87.00
11	201910160561	1	00:08:15	1	Crew-Extended Chute Time		No		\$29.00
12	201910170081	1	00:09:36	2	Delay-Distance		No		\$58.00
13	201910170427	1	00:10:59	3	Crew-Failed to Advise at Sc		No		\$87.00
14	201910200103	1	00:15:02	8	Delay-Distance		No		\$232.00
15	201910210137	1	00:06:34	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
16	201910270060	1	00:10:10	3	Crew-Inappropriate Route o		No		\$87.00
17	201910280063	1	00:09:54	2	Crew-Extended Chute Time		No		\$58.00
18	201910280706	1	00:08:04	1		Better Time Request	Yes		\$0.00
19	201910290150	1	00:07:59	0	Better Time Request	Better Time Request	Yes		\$0.00
20	201910300229	1	00:02:29	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
21	201910310141	1	00:04:57	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
22	201910030496	2	00:08:37	1	Delay-Distance		No		\$29.00
23	201910050300	2	00:17:01	10	Delay-Distance		No	\$100.00	\$290.00
24	201910110061	2	00:09:09	2	Crew-Extended Chute Time		No		\$58.00
25	201910110227	2	00:11:17	4	Crew-Extended Chute Time		No		\$116.00
26	201910140134	2	00:08:41	1	Delay-Train	Delay-Train	Yes		\$0.00
27	201910160152	2	00:08:37	1	Not Late-Upgraded	Not Late-Upgraded	Yes		\$0.00
28	201910180061	2	00:14:05	7		Not Late-Upgraded	Yes		\$0.00
29	201910180181	2	00:08:29	1	Crew-Extended Chute Time		No		\$29.00
30	201910180432	2	00:09:20	2	Delay-Distance		No		\$58.00
31	201910190113	2	00:08:06	1	Crew-Failed to Advise at Sc		No		\$29.00
32	201910190120	2	00:09:55	2		Delay-Train	Yes		\$0.00
33	201910210523	2	00:14:03	7		Adjusted	No		\$203.00
34	201910230195	2	00:08:25	1	Delay-Distance		No		\$29.00
35	201910230201	2	00:12:27	5		Not Late-Upgraded	Yes		\$0.00
36	201910230372	2	00:15:39	8	Delay-Closer Unit		No		\$232.00
37	201910240007	2	00:08:32	1	Delay-Distance		No		\$29.00
38	201910270145	2	00:07:41	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
39	201910270276	2	00:09:39	2		Not Late-Higher Priority	Yes		\$0.00
40	201910300479	2	00:10:09	3	Delay-Distance		No		\$87.00
41	201910310079	2	00:09:42	2	Crew-Extended Chute Time		No		\$58.00
42	201910310083	2	00:12:06	5	Delay-Closer Unit		No		\$145.00
43	201910060040	3	00:27:58	13		Not Late-Higher Priority	Yes		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
44	201910110259	3	00:21:03	7		Not Late-Higher Priority	Yes	\$0.00	
45	201910110307	3	00:15:16	1		Not Late-Higher Priority	Yes	\$0.00	
46	201910110352	3	00:17:22	3	Denial Reviewed		No	\$30.00	
I have attached the audio for this call.									
47	201910180729	3	00:18:01	4	Delay-Distance		No	\$40.00	
48	201910200360	3	00:16:04	2	Not Late-Higher Priority	Not Late-Higher Priority	Yes	\$0.00	
49	201910230352	3	00:06:13	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
50	201910240455	3	00:16:20	2	Not Late-Higher Priority	Not Late-Higher Priority	Yes	\$0.00	
51	201910240640	3	00:25:33	11	Delay-Higher Priority, \$\$\$ A	Adjusted	No	\$110.00	
52	201910270169	3	00:23:16	9	Delay-Closer Unit		No	\$90.00	
53	201910270480	3	00:17:11	3	Delay-Closer Unit		No	\$30.00	
54	201910290479	3	00:05:17	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
55	201910300269	3	00:06:41	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
56	201910300384	3	00:04:32	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
57	201910310018	3	00:09:00	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes	\$0.00	
58	201910120324	4	00:17:16	3		Not Late-Upgraded	Yes	\$0.00	
59	201910230120	4	00:10:43	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
60	201910310180	4	00:15:54	1		Not Late-Higher Priority	Yes	\$0.00	
				<b>Priority 1 &amp; 2</b>	91.30 %	<b>Priority 3</b>	98.23 %	<b>\$100.00</b>	<b>\$2,881.00</b>

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1	201910080172	1	00:04:07	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
2	201910160321	1	00:09:07	2	Denial Reviewed		No	\$58.00	
Your request to change the on-scene time is denied. The unit was not on the college grounds.									
3	201910180097	1	00:09:24	2	Delay-Distance		No	\$58.00	
4	201910050427	2	00:07:30	0			Yes	\$0.00	
5	201910090596	2	00:05:23	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
6	201910140573	2	00:08:41	1	Delay-Distance		No	\$29.00	
7	201910260326	2	00:11:10	4	Delay-Higher Priority, \$\$\$ A	Adjusted	No	\$116.00	
8	201910310055	2	00:06:27	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
9	201910080672	3	00:06:26	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
10	201910110244	3	00:15:42	1		Not Late-Higher Priority	Yes	\$0.00	
11	201910170219	3	00:05:14	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
12	201910240466	3	00:20:52	6		Not Late-Higher Priority	Yes	\$0.00	
13	201910250062	3	00:05:08	0		Crew-Failed to Advise At-Sc	Yes	\$0.00	
				<b>Priority 1 &amp; 2</b>	95.74 %	<b>Priority 3</b>	100.00 %		<b>\$261.00</b>

\*Compliance After Appeals

**Metro**

Approved **70**  
 Non Approved **45**  
**115**

**\$300.00** **\$4,854.00**

# Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	201910060001	1	00:27:38	8	Delay-Distance		No		\$232.00
2	201910180288	1	00:22:50	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
3	201910220458	2	00:22:30	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
4	201910270022	2	00:12:37	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
5	201910270366	2	00:22:29	3		Not Late-Distance Greater	Yes		\$0.00
6	201910010424	3	00:28:48	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
7	201910070250	3	00:38:15	9		Multiple-Avenal/Corcoran C	Yes		\$0.00
8	201910230178	3	00:32:45	3	Better Time Request	Adjusted	No		\$30.00
9	201910260379	3	00:13:09	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
10	201910310459	3	00:32:11	3	Delay-Distance		No		\$30.00
				<b>Priority 1 &amp; 2</b>	98.98 %	<b>Priority 3</b>	96.29 %		<b>\$292.00</b>
				<b>Rural</b>		Approved	<b>7</b>		<b>\$292.00</b>
						Non Approved	<b>3</b>		
							<b>10</b>		

\*Compliance After Appeals

# Compliance Response Summary October 2019

## Metro

### Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	589	567	25	231
Arrivals	567	549	25	231
Transports	432	440	25	231
Late Arrivals	74	38	3	7
% before adjustment	86.94 %	93.07 %	88.00 %	96.96 %
Approved Appeals	35	32	3	7

### After Appeals

Adjusted Arrivals	528	543	25	231
Adjusted Late Arrivals	39	6	0	0
% adjusted	93.12 %	98.90 %	100.00 %	100.00 %
Total Liquidated Damages	\$4,524.00	\$330.00	\$0.00	\$0.00

## Rural

### Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	109	57	0
Arrivals	99	54	0
Transports	81	47	0
Late Arrivals	5	5	0
% before adjustment	94.94 %	90.74 %	0.00 %
Approved Appeals	4	3	0

### After Appeals

Adjusted Arrivals	98	52	0
Adjusted Late Arrivals	1	3	0
% adjusted	98.98 %	96.29 %	0.00 %
Total Liquidated Damages	\$232.00	\$60.00	\$0.00

## Extended Times October 2019

Elapsed Time from Unit Alert to Unit Enroute greater than 2 minutes

### Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201910010622	3	KM22	00:02:01
2	201910020122	3	KM22	00:03:38
3	201910030159	3	KM08	00:02:54
4	201910050477	4	KM08	00:02:11
5	201910050570	2	KM21	00:03:31
6	201910050671	6	KM08	00:06:52
7	201910050674	5	KM08	00:02:55
8	201910060116	3	KM06	00:02:52
9	201910070016	3	KR15	00:02:22
10	201910070560	5	KM08	00:02:08
11	201910070565	5	KM08	00:03:10
12	201910070743	5	KM08	00:02:14
13	201910090018	5	KM08	00:02:16
14	201910090100	3	KM08	00:02:09
15	201910090619	5	KM08	00:02:24
16	201910100030	1	KM08	00:02:06
17	201910100047	5	KM08	00:02:38
18	201910100380	5	KM08	00:02:07
19	201910100407	3	KM06	00:02:04
20	201910100672	5	KM08	00:02:03
21	201910110046	3	KM21	00:02:19
22	201910110126	5	KM08	00:02:11
23	201910110772	3	KM08	00:02:11
24	201910120067	2	KM06	00:02:18
25	201910120081	3	KM08	00:02:10
26	201910130110	2	KM22	00:02:12
27	201910130667	6	KM08	00:02:13
28	201910140050	3	KM21	00:04:15
29	201910140085	5	KM08	00:02:29
30	201910140311	1	KM06	00:02:37
31	201910140413	2	KR25	00:02:07
32	201910150388	5	KM08	00:02:15
33	201910160050	1	KM06	00:02:16
34	201910160086	5	KM22	00:03:24
35	201910160347	6	KM08	00:02:05
36	201910160561	1	KM08	00:03:05
37	201910170039	3	KM06	00:02:04
38	201910170252	2	KM08	00:02:08
39	201910170555	5	KM08	00:02:19

	<b>Incident #</b>	<b>Priority</b>	<b>Zone</b>	<b>Elapsed Time</b>
40	201910180061	2	KM08	00:02:16
41	201910190380	3	KM22	00:02:15
42	201910200026	5	KM08	00:02:34
43	201910200103	1	KM08	00:02:39
44	201910200162	5	KM08	00:02:14
45	201910210014	3	KR13	00:02:13
46	201910210288	5	KM08	00:02:24
47	201910210662	5	KM08	00:02:24
48	201910220033	3	KM08	00:03:23
49	201910220075	2	KM08	00:02:12
50	201910220089	5	KM08	00:02:37
51	201910230340	5	KM08	00:02:34
52	201910240070	1	KR27	00:02:10
53	201910240090	3	KM21	00:02:03
54	201910240213	1	KM08	00:02:02
55	201910240640	3	KM08	00:02:50
56	201910250022	5	KM08	00:02:08
57	201910250056	5	KM08	00:03:09
58	201910250093	2	KM07	00:05:19
59	201910250216	1	KM21	00:02:07
60	201910260393	5	KM08	00:02:13
61	201910260604	1	KM21	00:02:10
62	201910270420	5	KM08	00:02:05
63	201910280063	1	KM08	00:06:37
64	201910280064	1	KM08	00:02:07
65	201910280396	2	KR25	00:02:07
66	201910290069	3	KM08	00:02:06
67	201910290308	5	KM08	00:02:27
68	201910290394	5	KM08	00:02:30
69	201910300024	1	KM07	00:02:01
70	201910300239	5	KM08	00:02:03
71	201910300457	3	KM06	00:03:14
72	201910310079	2	KM08	00:04:21
73	201910310141	1	KM08	00:02:28
74	201910310351	5	KM08	00:02:57
75	201910310378	3	KM06	00:03:10

Percent of Responses with Extended Crew Chute Times: 4.83%

## Dispatch Times

	<b>Incident #</b>	<b>Priority</b>	<b>Zone</b>	<b>Elapsed Time</b>
1	201910180061	2	KM08	00:04:51
Percent of Responses with Extended Dispatch Times: 0.07%				

# Quarterly Activity Reports

## Quarterly Activity

### Consumer Inquiries

Date	Issue	Disposition
08/11/2019	Complaint from patient in Avenal about the care her mother received by two separate crews.	Crew received remediation and personal improvement plan; county QI initiated.
08/16/2019	Complaint from community member in Corcoran about a delayed response to their family members house.	Conducted interdepartmental review and retraining of staffing plan for Corcoran.
08/24/2019	Complaint from Cal Fire captain about the perceived lack of professionalism offered by crew.	Both members of the crew received counseling about interagency professionalism, County QA initiated.
09/20/2019	Patient was unhappy he was transported to the lobby of AMC-Hanford	The crew followed CCEMSA policies and no further action was warranted.
10/18/2019	Patient complained that she was unhappy with the attitude of the paramedic during transport.	The paramedic was reminded of the importance of treating patients kindly.

### Special Events

Date	Issue	Location/Additional Info
09/13/2019	Tribute to Johnny Cash Fundraiser Concert	Hanford Soccer Complex
09/20/2019	Senior Day 2019	Burriss Park
10/24/2019	Red Ribbon	Roosevelt Elementary School
10/25/2019	Red Ribbon	Pioneer Elementary School
10/28/2019	Red Ribbon	Santa Rosa Rancheria
10/28/2019	Red Ribbon	Lincoln Elementary School
10/29/2019	Red Ribbon	MLK School
10/30/2019	Red Ribbon	Parkview Elementary School
10/31/2019	Red Ribbon	Hamilton Elementary School

### Vehicle/Equipment Issues

*No Vehicle or Equipment data to report*

## Codes and Definitions

### Liquidated Damage

- A. Individual P1 and P2 response greater than 8 minutes in metro zones and 20 minutes in rural zones @ \$29.00 each minute or fraction thereof past this requirement.
- B. Individual P3 response greater than 15 minutes in metro zones and 30 minutes in rural zones @ \$10.00 for each minute or fraction thereof past this requirement.
- C. Individual P4 response greater than 15 minutes in metro zones @10.00 for each minute or fraction thereof past this requirement.
- D. Individual P5 response greater than 30 minutes in metro and rural zones @ \$10.00 for each minute or fraction thereof past this requirement.
- E. Individual excessive delay on a cancelled response for any P1, P2, P3, P4 @ \$100.00 per occurrence.
- F. Monthly combined P1 and P2 response percentage failure @ \$100.00 per each tenth of a percentage point below standard.
- G. Monthly P3 response percentage failure @ \$100.00 per each tenth of a percentage point below standard.
- H. Quarterly P4 response percentage failure @ \$100.00 per each tenth of a percentage point below standard.
- I. Monthly (metro), quarterly/annually (rural) P5 response percentage failure @ \$100.00 per each one tenth of a percentage point below standard for metro zones.
- J. BLS unit response instead of Paramedic unit response @ \$1000.00 per occurrence.
- K. Other agency transport @ \$1,500.00 per occurrence.
- L. Failed response @ \$5,000.00 per occurrence.
- M. Dispatch Center staffing below standards @ \$100.00 per hour greater than 1 hour in 24 hours.
- N. Failure to properly staff an ambulance unit @ \$500.00 per occurrence.
- O. Failure to properly license an ambulance unit @ \$500.00 per occurrence.
- P. Failure to properly equip/supply an ambulance unit @ \$500.00 per occurrence.
- Q. Failure to furnish required documentation @ \$50.00 per occurrence.
- R. Minor Breach @ \$500.00 per occurrence.

## Response Priority

- P1 A lights and siren immediate response for a presumed life-threatening condition.
- P2 A lights and siren immediate response for a presumed emergency condition.
- P3 A non-lights/siren urgent response for a presumed non-life threatening, but urgent condition.
- P4 A non-lights/siren emergency response for a presumed non-life threatening, but urgent interfacility transfer.
- P5 A non-emergency response for a schedule or schedulable transport.
- P6 Out-of-county scheduled ambulance transport.
- P7 Special event or public assist ambulance stand-by.
- P8 Critical care transport.
- P9 Neonatal Transport.

## Automatic Exceptions

- 1 Response cancelled prior to arrival. (page 44)
- 2 Weather (Fog/Rain) delay. (page 44)
- 3 Multiple unit response. (page 44)
- 4 Inaccurate address/Data recording error. (page 44)
- 5 Simultaneous request in Avenal/Corcoran Metro zone. (page 44-45)
- 6 Train Delay. (page 45)
- 7 Locally declared disaster. (page 45)

## Discretionary Appeals

- 8 Transport by a Closer Agency. (page 45)
- 9 Rendezvous. (page 45)
- 10 Multi-Casualty Incident within EOA. (page 45-46)
- 11 Multi-Casualty Incident outside EOA. (page 46)
- 12 Rural Distance exception. (page 46)

## EOA Provider - American Ambulance Year-To-Date Summary

### Performance

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
<b>Metro</b>													
Priorities 1 & 2 (8 minutes or less - 90%)	91.03	92.88	95.39	92.77	92.47	93.26	93.32	91.61	93.84	94.48	93.47	93.12	93.12
Priority 3 (15 minutes or less - 90%)	96.04	97.56	99.82	98.75	97.22	97.60	97.05	96.72	97.18	97.75	98.12	98.90	97.75
Priority 4 (15 minutes or less - 90%)			100.00*			98.07*			93.22*			100.00*	97.65
Priority 5 (30 minutes or less - 90%)	100.00	99.19	100.00	100.00	99.57	99.13	100.00	98.96	100.00	99.48	99.53	100.00	99.65
<b>Rural</b>													
Priorities 1 & 2 (20 minutes or less - 90%)	100.00	95.50	97.80	97.43	95.55	98.94	96.00	98.09	100.00	99.02	94.50	98.98	97.77
Priority 3 (30 minutes or less - 90%)	95.00	98.36	100.00	96.49	96.42	97.43	100.00	98.36	97.33	96.29	100.00	96.29	97.64
Priority 5 (30 minutes or less - 90%)			100.00*			100.00*			100.00*			100.00*	100.00

\* Reported Quarterly

### Call Volume

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
<b>Metro</b>													
Request	1,343	1,437	1,456	1,365	1,495	1,446	1,444	1,412	1,423	1,392	1,407	1,454	17,074
Arrived	1,301	1,398	1,421	1,324	1,464	1,401	1,399	1,362	1,379	1,354	1,360	1,412	16,575
Transported	1,093	1,172	1,213	1,104	1,204	1,138	1,153	1,084	1,119	1,119	1,113	1,168	13,680
<b>Rural</b>													
Request	193	161	140	145	164	191	180	174	204	197	179	166	2,094
Arrived	181	152	134	138	150	180	171	166	190	185	166	153	1,966
Transported	151	132	111	117	125	155	139	134	146	152	125	128	1,615

### Outside Kings County, but within Region (Fresno, Madera, Kings, Tulare)

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
Request	161	153	123	106	199	164	201	167	212	268	221	176	2,151
Arrived	138	127	96	91	185	138	169	152	180	241	188	150	1,855
Transported	122	93	74	63	136	111	149	122	118	202	194	123	1,507

### Outside EOA, but within Kings (KR01, KR03, KR04)

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
Request	2	5	3	0	11	4	3	9	3	7	12	9	68
Arrived	2	5	3	0	10	2	1	7	3	7	10	9	59
Transported	3	3	2	0	7	0	0	8	1	7	11	9	51

### Outside Region (Z Zones)

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
Request	0	0	0	0	1	0	0	1	0	0	0	0	2
Arrived	0	0	0	0	0	0	0	0	0	0	0	0	0
Transported	0	0	0	0	0	0	0	0	0	0	0	0	0

### Other Providers into EOA Zones

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
Request	76	79	50	52	81	71	71	93	84	93	95	82	927
Arrived	65	74	46	41	69	63	61	81	68	81	79	69	797
Transported	54	66	42	36	62	53	59	67	54	70	68	59	690

### Helicopter Providers into EOA Zones

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
Request	17	6	13	11	24	13	18	26	16	27	22	21	214
Arrived	12	4	10	7	19	9	11	20	7	18	12	14	143
Transported	12	4	8	6	19	9	10	20	7	16	11	14	136

### Liquidated Damages

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
Amount	9,366	7,141	2,879	6,424	10,095	6,135	6,309	7,741	6,119	3,931	5,698	5,446	77,284

## Kings County Monthly and Year To Date Activity

### Request / Arrivals / Transports

	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019	Jul/ 2019	Aug/ 2019	Sep/ 2019	Oct/ 2019	YTD
<b>Request</b>													
American Ambulance	1,476	1,528	1,550	1,465	1,592	1,575	1,569	1,511	1,560	1,522	1,514	1,551	<b>18,413</b>
NAS Lemoore	2	4	3		11	4	3	8	3	7	9	8	<b>62</b>
Kingsburg	3	4	1		3	1	5	2	5	2	3	2	<b>31</b>
Riverdale	62	66	40	48	72	61	63	71	77	84	76	73	<b>793</b>
CHP	1			1									<b>2</b>
Skylife	12	2	5	4	10	5	9	13	11	16	14	10	<b>111</b>
Out of Area Helicopters	1												<b>1</b>
Critical Care Transports	2	9	13	6	11	5	7	12	2	6	4	8	<b>85</b>
Neonatal Transports	7	13	7	2	6	5	3	4	7	5	7	8	<b>74</b>
Out of County Units	26	14	12	10	15	14	10	26	11	12	20	12	<b>182</b>
<b>Monthly Totals</b>	<b>1,592</b>	<b>1,640</b>	<b>1,631</b>	<b>1,536</b>	<b>1,720</b>	<b>1,670</b>	<b>1,669</b>	<b>1,647</b>	<b>1,676</b>	<b>1,654</b>	<b>1,647</b>	<b>1,672</b>	<b>19,754</b>
<b>Arrived</b>													
American Ambulance	1,421	1,478	1,511	1,419	1,548	1,518	1,509	1,448	1,502	1,460	1,451	1,495	<b>17,760</b>
NAS Lemoore	2	4	3		10	3	1	6	3	7	7	8	<b>54</b>
Kingsburg	2	4	1		3	1	5	2	5	2	3	2	<b>30</b>
Riverdale	48	59	37	37	60	55	53	62	56	71	60	61	<b>659</b>
CHP	0			0									<b>0</b>
Skylife	9	1	2	1	6	1	1	7	2	7	5	3	<b>45</b>
Out of Area Helicopters	0												<b>0</b>
Critical Care Transports	1	4	5	2	5	4	1	6	1	1	1	5	<b>36</b>
Neonatal Transports	7	12	6	2	5	4	3	4	7	5	7	7	<b>69</b>
Out of County Units	9	1	4	4	2	4	4	12	5	5	13	0	<b>63</b>
<b>Monthly Totals</b>	<b>1,499</b>	<b>1,563</b>	<b>1,569</b>	<b>1,465</b>	<b>1,639</b>	<b>1,590</b>	<b>1,577</b>	<b>1,547</b>	<b>1,581</b>	<b>1,558</b>	<b>1,547</b>	<b>1,581</b>	<b>18,716</b>
<b>Transported</b>													
American Ambulance	1,190	1,238	1,279	1,184	1,265	1,240	1,233	1,149	1,211	1,201	1,171	1,237	<b>14,598</b>
NAS Lemoore	3	3	2		7	1	0	6	1	7	5	7	<b>42</b>
Kingsburg	2	3	0		2	0	4	2	4	2	2	1	<b>22</b>
Riverdale	37	53	34	33	55	47	50	50	43	60	51	51	<b>564</b>
CHP	0			0									<b>0</b>
Skylife	9	0	2	1	5	1	1	7	2	5	3	3	<b>39</b>
Out of Area Helicopters	0												<b>0</b>
Critical Care Transports	1	3	4	1	5	4	1	6	1	1	1	5	<b>33</b>
Neonatal Transports	7	12	6	2	5	4	3	4	7	5	7	7	<b>69</b>
Out of County Units	9	0	4	3	0	2	4	11	4	5	10	0	<b>52</b>
<b>Monthly Totals</b>	<b>1,258</b>	<b>1,312</b>	<b>1,331</b>	<b>1,224</b>	<b>1,344</b>	<b>1,299</b>	<b>1,296</b>	<b>1,235</b>	<b>1,273</b>	<b>1,286</b>	<b>1,250</b>	<b>1,311</b>	<b>15,419</b>

End of Report